

# CRA MEMBER BENEFITS



## **BUSINESS INFORMATION**

### **MEMBERSHIP LIAISON OFFICER**

A visit that provides advice and help with best practice.

### **VEHICLE MANUFACTURER NETWORKS**

Holden, Honda, Hyundai, Suzuki, Mitsubishi and Mazda authorised repairer networks - applies to CRA Licensed Collision Repairers only.

### **VEHICLE REPAIR REFERENCE MANUAL**

The purpose of this document (VRRM) is to describe Waka Kotahi NZ Transport Agency's requirements to our repairers and cover the requirements for repairs.

### **DISPUTES**

A mediation service between repairers and customers is available through MTA: Phone 0800-001144

### **WEBSITE**

Our website [www.collisionrepair.co.nz](http://www.collisionrepair.co.nz) promotes our industry and has the ability to locate all members shops with a link to individual members company websites if available. The website also lists the benefits of belonging to the CRA, shows upcoming industry events and is a source of helpful forms, documents and information.

### **PROMOTIONAL MATERIAL**

We have a large range of promotional material eg. Flags, seat covers, signage, glove box folders.

### **PANELTALK**

We produce a trade magazine specifically for our industry. 'PanelTalk' is published six times a year and covers local and international news and technology within the industry. Check out the PanelTalk website [www.paneltalk.co.nz](http://www.paneltalk.co.nz) which also delivers the online version.

### **STRUCTURAL REPAIR CODE OF PRACTICE**

This code of practice has been developed by mutual agreement by the following stakeholders – Waka Kotahi NZ Transport Agency, Collision Repair Association, Motor Trade Association, Motor Industry Association, Repair Certifiers Association. This initiative was created as a result of Waka Kotahi NZ Transport Agency's VSAG (Vehicle Safety Advisory Group) and their concerns over the safety of in-service structural repairs. All of the above documents / forms including the actual Structural Repair Code of Practice are located on the CRA website [www.collisionrepair.co.nz](http://www.collisionrepair.co.nz).

### **CRA GUARANTEE LTD**

This scheme is exclusive to CRA members and for a nominal annual fee, members can offer their customers the added security of our Guarantee.

## **BUSINESS INFORMATION (cont'd)**

### **LOBBYING**

National level lobbying is undertaken with Insurance Companies, work providers, government agencies and training providers.

### **WALL PLANNER**

We provide this free of charge to all members annually.

### **APPRENTICESHIPS**

We can help you with your apprenticeship training. We have continual contact with MITO and can also offer assistance with assessments.

### **SPONSORED APPRENTICESHIPS**

Members can apply for this scholarship (1 Panel and 1 Paint awarded per year). We will fund the apprenticeship fees and progress mentoring for the duration of the apprenticeship up to 4 years.

### **FACEBOOK**

CRA has a Facebook page, take a look at it and also share it with your family and friends so we can raise the awareness of CRA within the public - [www.facebook.com/nzcollisionrepairassociation/](http://www.facebook.com/nzcollisionrepairassociation/)

### **RELATIONSHIP BUILDING**

Relationships with industry suppliers and manufacturers is maintained ensuring we are kept continually up to date with all new developments. This is communicated to members through our trade magazine 'PanelTalk'.

### **THE APPROVED 2005 GUIDELINES FOR THE AUTOMOTIVE REFINISHING INDUSTRY (revised 2018)**

Provided to all members to assist in protecting the safety and health of personnel involved in automotive refinishing.

## **BUSINESS NETWORKING / SOCIAL**

### **ANNUAL CONFERENCE**

Provides a high calibre of speakers (local and overseas) and includes presentations on industry, business generic and entertaining/motivational topics.

### **ROADSHOWS**

Brought to the regions (3 times per year) providing educational information to members.

### **LOCAL EVENTS**

Various events are held including golf days, fishing tournaments, bowling nights, estimating evenings and trade displays.

## **TEMPLATES**

### **HOURLY RATE CALCULATION**

We can help you improve your business systems, a spreadsheet template is available for you to calculate your hourly rate or we have also developed a mobile phone app which is a simpler tool. Free of charge help is available if required.

### **HEALTH & SAFETY PROGRAMME**

This programme is available online, it is easy to access and use with plenty of helpful forms and templates. This programme has been specifically designed for our members. To purchase this programme go to [www.collisionrepair.co.nz](http://www.collisionrepair.co.nz) and click on the link to Health & Safety Programme on the homepage.

### **EMPLOYMENT / HR HELPFUL TEMPLATES**

We have developed various templates including Individual Employment Agreements, Position Descriptions, Trial Period Checklist, Employment Agreement Variation and One on One Review form.

### **ENVIRONMENTAL MANAGEMENT PLAN**

This template has been prepared to assist each company in specifically fulfilling their obligation under the Resource Management Act (RMA) and the Hazardous Substances and New Organisms Act (HSNO).

### **BUSINESS CONTINUITY PLAN**

This template has been developed to assist members in times of crisis or unforeseen circumstances. Also included is a Sensitive Business Information Register template.

### **HAZARDOUS SUBSTANCES HEALTH & SAFETY TRAINING COURSE**

You have a legal responsibility under the Health and Safety at Work (Hazardous Substances) Regulations 2017 – Clause 4.5 to ensure that all staff exposed to hazardous substances are trained so they have the knowledge and practical experience to use, handle and store hazardous substances safely. CRA has developed this training course material so you can conduct your own training in-house.

We recommend that you will need to revisit the training if:

- ❖ You employ new staff (aim to provide in the first week of employment)
- ❖ Any new hazards are introduced
- ❖ Refresher course at least every 2 years

### **VEHICLE PRE-DELIVERY FORM**

### **VEHICLE PRE-REPAIR INSPECTION FORM**

### **RELIEF VEHICLE (COURTESY CAR) AGREEMENT**

## **BUYING PRIVILEGES**

### **BUYING GROUP**

Free membership to n3; a business buying network with over 16,000 members dedicated to making it simple for Kiwi businesses to save money across all areas of day-to-day business. Access excellent discounts at 50+ leading New Zealand Suppliers. Activate your free membership by phoning 0508-203040 or visiting [www.n3.co.nz/CRA](http://www.n3.co.nz/CRA)

Save with 50+ leading New Zealand Suppliers, including:

**NZ Safety Blackwoods** - a typical n3 Member saves 30%

**BOC** - a typical n3 Member saves 31%

**Bunnings** - a typical n3 Member saves 10%

**Z** - a typical n3 Member saves 6%

**OfficeMax** - a typical n3 Member saves 25%

**BP** - a typical n3 Member saves 5%

**Noel Leeming** - a typical n3 Member saves 20%

### **Boost – savings for your employees**

Recruit, reward, and retain people with Boost: a customisable employee benefits platform. Boost connects your employees with amazing discounts and offers from over 50 of New Zealand's favourite brands and stores.

Boost is part of your CRA membership; to find out more, visit – <https://www.myboost.co.nz/CRA/>

### **COMPLIANCE**

Services offered by Seetal - Hazardous area compliance consultant, Testing and Certification includes airflow and air quality testing, compressed air testing, combustion certification, IQP certification and electrical reinspections: Phone 0274-473382

### **FIRST AID AND MENTAL HEALTH**

St John first aid and mental health first aid training courses and first aid kit supplies, use this link to book onto a course: <https://buy.stjohn.org.nz/> and use promo code COL07071 to obtain 10% discount or phone 0800-785646

### **INSURANCE**

AON, New Zealand's largest insurance broker, is proud to support the Collision Repair Association and have designed an exclusive insurance offering specifically to meet the requirements of CRA members. An added bonus is \$0 excess for stolen motor vehicles, accidental damage and statutory liability claims. For enquiries regarding specialised collision repairer cover, please call Julian Ede at AON on 021-476876 or visit [www.aon.co.nz](http://www.aon.co.nz)

### **MYSTERY SHOPPER**

Benchmark your customer service standards through Mystery Shopper: Phone 0800-164470

### **HR ADVICE**

HR advice for an employment matter is available through MTA: Phone 0800-001144

## **BUYING PRIVILEGES (cont'd)**

### **PAYROLL**

Smartly (formerly SmartPayroll) knows payroll can be a headache, so they've built software that makes it simple to pay your people on time and in line with regulations. Automatically calculate pays, leave and make payments direct to your employees' bank accounts. Plus, Smartly automates PAYE payments and payday filing too. The simple way to sort your payroll: Phone 0800-101038

### **2DEGREES**

Provides members with exclusive discounts on mobile plans and phones, as well as business and home broadband packages: Phone Patricia Dsilva on 09-3945062

### **FUDGE**

Various options available through Finns Fudge for treat size or gift boxes. Variety of flavours also: Phone 0800-346673

### **STAFF HEALTH CHECKS**

For hearing, lung function and vision. As well as pre-employment and employment exit health checks.

Proactive: Email [occhealth.national@proactive4health.co.nz](mailto:occhealth.national@proactive4health.co.nz)

LifeCare: Email [Laura.Risbrook@lifecare.co.nz](mailto:Laura.Risbrook@lifecare.co.nz)

### **RESPIRATOR FIT TESTING**

All wearers of face masks should undergo annual fit testing.

Proactive: Email [occhealth.national@proactive4health.co.nz](mailto:occhealth.national@proactive4health.co.nz)

LifeCare: Email [Laura.Risbrook@lifecare.co.nz](mailto:Laura.Risbrook@lifecare.co.nz)

### **ACCOMMODATION**

A number of discounted options available:

- ❖ Millennium, Copthorne and Kingsgate Hotels in NZ – book direct online to receive 20% off the Fully Flexible Rate (enter promo code STAYMCK): Phone 0800-808228 or [www.millenniumhotels.com](http://www.millenniumhotels.com)
- ❖ Mitchell Corp - they are an accommodation group that represents approximately 250 independent NZ properties. For bookings and enquiries: Phone 0800-650101 or email [res@mchg.co.nz](mailto:res@mchg.co.nz)
- ❖ Jet Park Hotel Rotorua – book direct online to receive 20% off the Fully Flexible Rate (enter promo code JPROT): Phone 0800-538466 or email [reservations@jetpark.co.nz](mailto:reservations@jetpark.co.nz)

### **AVOIDING BAD DEBTS**

Debt collection through Collect It: Phone 07-8349111

### **KYND WELLNESS APP**

This app has been developed by NZ Doctors and is an exciting and easy way to improve your wellbeing. KYND Wellness is composed of Body, Mind and Life and measures physical, mental and social wellness. The Healthy Thinking tools will enable you to manage emotions and improve relationships at work and home. Download the app from either the App Store or Google Play. After downloading, you can purchase an individual licence for full access through the app.